

Clinic Manager

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Company: OOCA

Location: Bangkok

Category: other-general

Ooca is seeking an experienced Clinic Manager to oversee our innovative online and clinical healthcare services. You will manage all aspects of operations for our telepsychiatry platform and new physical clinic, optimizing customer and provider experiences across both virtual and in-person care delivery channels.

Manage daily clinic operations including customer flow, staff management, and inventory controls. You will be involved in:

- Overseeing building or space selection, layout, and readiness

- Defining workflows, staffing plans, and equipment/supplies needed

- Establishing customer-focused protocols spanning appointment booking, intake processes, referrals, and billing

- Instilling a welcoming culture through staff selection, training, and development with a focus on hospitality mindsets

- Monitoring clinic environment and staff friendliness to ensure positive, supportive patient experiences

- Identifying any opportunities to improve comfort, care, or accessibility in the clinic

Working closely with the key leaders to develop new policies, protocol and procedures of clinic and operations part both online and offline.

Provide leadership, strategic problem-solving and guidance enabling smooth functioning of Ooca's blended care model

Oversee the daily operations of the clinic, including managing staff, scheduling appointments, and maintaining customer records.

Implement efficient processes to ensure seamless patient journeys and optimize operational efficiency with high customer satisfaction.

Work closely with provider success and customer success teams to enable seamless patient journeys and operational efficiency.

Implement quality improvement initiatives and compliance with healthcare regulations and industry standards (JCI, ISO or etc.)

Ensure compliance with healthcare regulations, focusing both on our virtual care delivery and clinical site

Develop and manage the clinic budget, maximize revenue generation, and oversee accurate billing processes.

Optimize inventory controls and vendor relationships supporting uninterrupted client services

Recruit, train, and supervise team of 4-5 clinic staff, fostering a collaborative, positive work environment and highest standard.

Requirements

Graduate in healthcare administration, Administration, Business Administration, or a related field (master's degree preferred).

Graduating in Psychology or Nurse would be an advantage.

3+ years' experience in health and wellness industry with telehealth or virtual care settings strongly preferred

3+ years' experience in clinic management.

Previous hotel & hospitality management is an advantage.

Experience in managing clinic, healthcare facilities or wellness center.

Knowledge of healthcare regulations, compliance, and billing practices.

Strong leadership skills and the ability to manage and motivate a team.

Proficiency in Microsoft Office and mental health record systems

Service mind, good problem solving and negotiation skills.

Excellent communication and interpersonal skills.

Fluency in English is essential.

Willing to welcome and communication with both adults and children with a service-minded attitude.

Working 6 days per week, may have to come to work on Saturdays, Sundays or holidays, depend on duty at the ooca Clinic.

Benefits

Group health insurances

Internal Seminar

6 days for holiday leave allowance after working for passing probation evaluation.

Mental Health counseling sessions with psychiatrists and psychologists through Ooca platform

Welfare according to Thai Labour Protection Law

Social Security Insurance

Provident Fund (condition applied)

Annual Health check-up (condition applied)

Mental balance leave (condition applied)

MOU with The Government Housing Bank for Home loan special Interest rate

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